

## **Ordering, Prescribing and Referring (OPR) Providers**

### **Frequently Asked Questions**

**Q: Why is Medicaid requiring these providers to become enrolled?**

A: MO HealthNet is complying with federal Medicaid regulations, 42 CFR 455.410(b), which provides that Medicaid must require all ordering or referring physicians or other professionals providing services be enrolled as providers, and 42 CFR 455.550 which provides that Medicaid must require that all claims for the payment of items and services that were ordered, prescribed or referred to contain the National Provider Identifier (NPI) of the physician or other professional who ordered, prescribed or referred such items or services.

**Q: What are the benefits of enrolling with MO HealthNet?**

A: Besides ensuring that your patients will continue to receive appropriate and timely services, there are several programs offering financial incentives to Medicaid enrolled physicians and other non-physician practitioners. For example, Medicaid enrollment is a prerequisite for participation in the Medicaid Electronic Health Records (EHR) Incentive Program, which disburses federal incentive dollars for eligible professionals who adopt and use EHR technology. Many other programs and employers require or encourage Medicaid enrollment as well.

**Q: How does the OPR provider enroll as a MO HealthNet provider?**

A: A health care professional desiring to enroll as an OPR provider submits the required application and supporting documentation for their provider type (i.e. Physician, Dentist, Advanced Practice Nurse, Physical Therapist, Licensed Clinical Social Worker, etc). Click “Enroll as a Provider” at <http://mmac.mo.gov/>.

**Q: Does this affect hospital emergency room physicians?**

A: Hospital emergency room physicians are required to enroll. They are not exempt from the requirement.

**Q: Our hospital is a teaching hospital, so how do we report a “resident physician”?**

A: Interns and non-licensed residents must use the NPI of the teaching, admitting, or supervising physician on the claim for reimbursement. If the resident has a medical license, then he or she must be enrolled with Medicaid and the NPI of the resident must be used on the claim for reimbursement.

**Q: How will this impact MO HealthNet participants that cross state lines?**

A: If services are furnished to a Missouri Medicaid participant in another state, the out of state providers are required to enroll with Medicaid in order to receive reimbursement. Likewise, if the out of state provider writes a prescription, orders a service, or refers the patient, then the out of state provider must be enrolled with Medicaid.

**Q: What if the OPR provider is enrolled with another state’s Medicaid program? Will the provider need to enroll in all states in which he or she provides service?**

A: Yes. Enrollment in another state’s Medicaid program does not exempt a provider from enrolling with MO HealthNet. Providers are required to enroll in each state where they will provide services or where their order, prescription or referral will be provided.

**Q: If MO HealthNet is secondary to a commercial insurance, would the claim be accepted without an enrolled OPR provider requirement?**

A: No. The enrollment requirement also applies if Medicaid is being billed as the secondary to a commercial insurance.

**Q: How do we know the NPI of the physician or health care professional who wrote the prescription or order?**

A: Any prescribing physician or license health care provider must include his or her NPI on any prescription he or she writes, to allow the provider filling the prescription or order to submit their claim.

**Q: I have the provider's NPI, but how can I tell if he or she is enrolled with MO HealthNet?**

A: For pharmacies filling a prescription for medication, simply bill the claim with the NPI of the prescriber. If the prescriber is not enrolled with MO HealthNet, you will receive a claim rejection that informs you of the provider's status. For all other providers, you can check <https://dssapp.dss.mo.gov/providerlist/sprovider.asp> to see if they are enrolled with MO HealthNet. You may call Provider Communication at (573)751-2896 for assistance.

**Q: Does this requirement apply to managed care providers?**

A; The ordering, prescribing, referring enrollment requirement does not apply to services paid through a Medicaid managed care plan. However, if the service is carved out of the plan benefit package and is paid fee-for-service, the requirement applies. For example, all pharmacy claims are carved out of managed care plans and are paid by Medicaid fee-for-service.